

A STUDY ON JOB SATISFACTION OF KRISHNA ENGINEERING WORKS LIMITED EMPLOYEES, JALANDHAR

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Abstract: Job satisfaction refers to general attitude of an individual worker towards his/her work. The successful running of any organization depends mainly upon the employees. Employees are the pivot on whom the entire organizational structure rests. Thus one of the most important activity on which the leading organizations are always concerned for, is to keep its employee satisfied with their jobs. More specifically the actual reason for such a consideration is the investment made by the organization on the employees in the form of recruiting, training, developing, compensating and prospective building in order to achieve the organizational aims and objective. The present study is carried out to analyze the level of job satisfaction among the employees of Krishna Engineering Works Ltd., Jalandhar. Chi-Square test and percentage analysis have been used in this study to analyze the primary data collected via structured questionnaire. Furthermore, the paper also attempts to suggest likely improvements so that satisfaction of the employees may be improved further.

Keywords: Job satisfaction, Job security, Labour welfare programs, Wages & Salary, Working conditions.

INTRODUCTION

Job satisfaction is simply how people feel about their jobs and different aspects of their jobs. It is the extent to which the people like or dislike their jobs. High level of employee satisfaction translates into increased employee commitment, productivity and retention for organizations. However, if employees are dissatisfied with their jobs, trouble lies ahead. People engaged in the work which is not satisfying in itself naturally look for satisfaction from outside and hence create problem of higher levels of absenteeism, decreased productivity and decreased employee retention - three conditions that organizations can ill afford in today's highly competitive search for talent. Job satisfaction is the result of many attitudes. These attitudes include the nature of job, individual characteristics and capabilities of the employee and some specific attitudes developed by the circumstances prevailing in the enterprise. Many factors effect job satisfaction- such as wages & salary, working condition, training & development, job security, labour welfare schemes, qualification, designation, marital status, size of the family etc. thus it is clear that job satisfaction of an employee is the result of many attitudes and factors.

Literature Review

Job satisfaction can be defined as a pleasurable feeling that results from the perception that one's job fulfils or allows for the fulfillment of one's important job values [1]. It is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. It implies doing a job one enjoys, doing it well and being rewarded for one's efforts. It further implies enthusiasm and happiness with one's work. Job satisfaction is the key ingredient that leads to recognition, income, promotion,

and the achievement of other goals that lead to a feeling of fulfillment [2].

Job satisfaction is any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job. According to this approach although job satisfaction is under the influence of many external factors, it remains something internal that has to do with the way how the employee feels. That is job satisfaction presents a set of factors that cause a feeling of satisfaction [3].

Statement of Problem

The employees of an organization are equally important as the other asset of the organization. The efficiency of the organization depends upon the efficiency of its employees. The efficiency of employees is directly influenced by their job satisfaction. So, the employees should be properly satisfied from their jobs. Hence, there arises a need to study the job satisfaction of employees at Krishna Engineering Works Ltd. employees, Jalandhar.

Objectives of the Study

The main objectives of the study include the following:-

1. To study the relationship between personal characteristics and the level of job satisfaction of employees.
2. To analyze the satisfaction level of the employees with respect to various job characteristics.
3. To suggest few measures for improving the satisfaction level of the employees.

Research Methodology

Sampling area: The study was carried out among the employees of Krishna Engineering Works Ltd., Jalandhar. Sample size: 100 employees were selected after considering time and cost.

Sampling method: Convenience method of sampling is used to collect the data from the respondents.

Data collection: The data is collected from both primary and secondary sources. Primary data is collected through structured questionnaire and the secondary data is collected from books etc.

Statistical tools used: The collected data has been analyzed by using:-

- 1) Percentage analysis
- 2) Chi square test

Limitations of the Study

1. Limited time and limited funds made the detailed study a bit difficult.

2. Most of the workers were busy doing their work, they did not had time to fill the questionnaire nor did they find it necessary.

3. All the findings and observations made in the study are purely based on the respondents’ answers which may be a subject to bias.

Hypothesis of the Study

1. There is no significant relationship between qualification of employees and their opinion on job satisfaction.
2. There is no significant relationship between designation of employees and their opinion on job satisfaction.
3. There is no significant relationship between marital status of employees and their opinion on job satisfaction.
4. There is no significant relationship between size of family of employees and their opinion on job satisfaction.
5. There is no significant relationship between location of employees and their opinion on job satisfaction.

8. Data Analysis & Interpretation:

Table 1: level of satisfaction for various job characteristics.

Job characteristics	Response	No. of respondents	Percentage
Wages & Salary	Satisfied	76	76 %
	Dissatisfied	24	24%
Working condition	Satisfied	82	82%
	Dissatisfied	18	18%
Training & Development	Satisfied	87	87%
	Dissatisfied	13	13%
Job security	Satisfied	74	74%
	Dissatisfied	26	26%
Labour welfare scheme	Satisfied	62	62%
	Dissatisfied	38	38%

Source: primary data

Inference

From the above table, it is inferred that 76% of the employees are satisfied with the wages & salary provided by the company, 82% of the employees are satisfied with the working condition of the company, Majority 87% of

the employees are satisfied with the training & development program provided by the company, and more than half (62%) of the employees are satisfied with the labour welfare scheme.

Table 2: Showing personal profile of the respondents using simple percentage method.

Group	Classification	No. of respondents	Percentage
Qualification	Educated	61	61%
	Uneducated	39	39%
Designation	Middle level	48	48%
	Lower level	52	52%
Marital status	Married	59	59%
	Unmarried	41	41%
Size of the family	Big family	33	33%
	Medium family	42	42%
	Small family	25	25%
Location	Punjabi workers	45	45%
	Outside state workers	55	55%

Source: primary data

Inference: Most 61% of the respondents are educated, nearly half of the respondents(52%) are working at lower level, majority 59% of respondents are

married, less than half (42%) of the respondents are from medium size family, and maximum 55% of the respondents holding the service are from outside the states.

Table 3: Showing relationship between qualification and opinion on job satisfaction using chi square method.

Qualification	Opinion on job satisfaction		Total
	Satisfied	Dissatisfied	
Educated	34	27	61
Uneducated	21	18	39
Total	55	45	100

Source: primary data

Ho: Null Hypothesis:

There is no significant relationship between qualification and opinion on job satisfaction.

H₁: Alternate Hypothesis:

There is significant relationship between qualification and opinion on job satisfaction.

Calculated Chi square value = 0.008

Degree of freedom = (2-1)(2-1) = 1

Table value = 3.84

Result = Not significant

Interpretation: The result of the chi square test reveals that the calculated chi square value (0.008) is less than the

table chi square value (3.84) at 5% level of significance and therefore the relationship between qualification and opinion on job satisfaction is not significant. Thus the hypothesis that there is significant relationship between qualification and opinion on job satisfaction does not hold good.

Inference: There is no significant relationship between qualification and opinion on job satisfaction. Thus the null hypothesis Ho is accepted and alternate hypothesis H₁ is rejected.

Table 4: Showing relationship between designation and opinion on job satisfaction using chi square method.

Designation	Opinion on job satisfaction		Total
	Satisfied	Dissatisfied	
At middle level	32	16	48
At lower level	44	8	52
Total	76	24	100

Source: primary data

Ho: Null Hypothesis:

There is no significant relationship between designation and opinion on job satisfaction.

H₂: Alternate Hypothesis:

There is significant relationship between designation and opinion on job satisfaction.

Calculated Chi square value = 0.802

Degree of freedom = (2-1)(2-1) = 1

Table value = 3.84

Result = Not significant

Interpretation: The result of the chi square test reveals that the calculated chi square value (0.802) is less than the

table chi square value (3.84) at 5% level of significance and therefore the relationship between designation and opinion on job satisfaction is not significant. Thus the hypothesis that there is significant relationship between designation and opinion on job satisfaction does not hold good.

Inference: There is no significant relationship between designation and opinion on job satisfaction. Thus the null hypothesis Ho is accepted and alternate hypothesis H₂ is rejected.

Table 5: Showing relationship between marital status and opinion on job satisfaction using chi square method.

Marital status	Opinion on job satisfaction		Total
	Satisfied	Dissatisfied	
Married	37	22	59
Unmarried	25	16	41
Total	62	38	100

Source: primary data

Ho: Null Hypothesis:

There is no significant relationship between marital status and opinion on job satisfaction.

H₃: Alternate Hypothesis:

There is significant relationship between marital status and opinion on job satisfaction.

Calculated Chi square value = 0.007

Degree of freedom = (2-1)(2-1) = 1

Table value = 3.84

Result = Not significant

Interpretation: The result of the chi square test reveals that the calculated chi square value (0.007) is less than the table chi square value (3.84) at 5% level of significance and therefore the relationship between marital status and opinion on job satisfaction is not significant. Thus the hypothesis that there is significant relationship between marital status and opinion on job satisfaction does not hold good.

Inference: There is no significant relationship between marital status and opinion on job satisfaction. Thus the null hypothesis *H₀* is accepted and alternate hypothesis *H₃* is rejected

Table 6: Showing relationship between size of family and opinion on job satisfaction using chi square method.

Size of family	Opinion on job satisfaction		Total
	Satisfied	Dissatisfied	
Big family	12	21	33
Medium family	28	14	42
Small family	10	15	25
Total	50	50	100

Source: primary data

Ho: Null Hypothesis:

There is no significant relationship between size of family and opinion on job satisfaction.

H₄: Alternate Hypothesis:

There is significant relationship between size of family and opinion on job satisfaction.

Calculated Chi square value = 1.51

Degree of freedom = (2-1) (3-1) = 2

Table value = 5.99

Result = Not significant

Interpretation: The result of the chi square test reveals that the calculated chi square value (1.51) is less than the table chi square value (5.99) at 5% level of significance and therefore the relationship between size of family and opinion on job satisfaction is not significant. Thus the hypothesis that there is significant relationship between size of family and opinion on job satisfaction does not hold good.

Inference: There is no significant relationship between size of family and opinion on job satisfaction. Thus the null hypothesis Ho is accepted and alternate hypothesis H₄ is rejected.

Table 7: Showing relationship between location and opinion on job satisfaction using chi square method.

Location	Opinion on job satisfaction		Total
	Satisfied	Dissatisfied	
Punjabi workers	31	14	45
Outside state workers	28	27	55
Total	59	41	100

Source: primary data

Ho: Null Hypothesis:

There is no significant relationship between location and opinion on job satisfaction.

H₃: Alternate Hypothesis:

There is significant relationship between location and opinion on job satisfaction.

Calculated Chi square value = 0.792

Degree of freedom = (2-1) (2-1) = 1

Table value = 3.84

Result = Not significant

Interpretation: The result of the chi square test reveals that the calculated chi square value (0.792) is less than the table chi square value (3.84) at 5% level of significance and therefore the relationship between location and opinion on job satisfaction is not significant. Thus the hypothesis that there is significant relationship between location and opinion on job satisfaction does not hold good.

Inference: There is no significant relationship between location and opinion on job satisfaction. Thus the null hypothesis Ho is accepted and alternate hypothesis H₃ is rejected.

CONCLUSION

Level of job satisfaction in the company is good. However as far as the satisfaction goes, sky is the limit and there is no end to expectations. The organizations need to modify schemes for labour welfare and training arrangements. Working conditions must be proper so that employees may not feel any difficulty in discharging their duties properly. If these factors are given little more care, the company can maintain good workers with high level of satisfaction, organizational commitment and involvement.

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